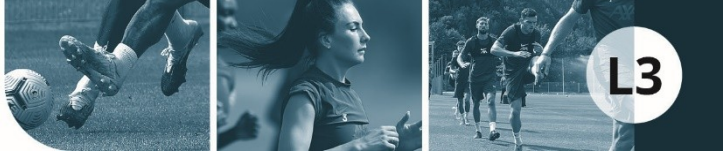
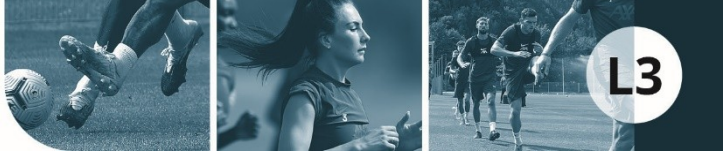


BTEC Assignment Brief

Qualifications	Pearson BTEC International Level 3 Qualifications in Sport
Unit number and title	Unit 19: Sport and Leisure Facility Operations
Learning aim	C: Demonstrate the operational skills needed for working in sports and leisure facilities
Assignment title	Role play demonstrating the operational skills needed for working in sports and leisure facilities and review report
Assessor	
Issue date	
Hand in deadline	

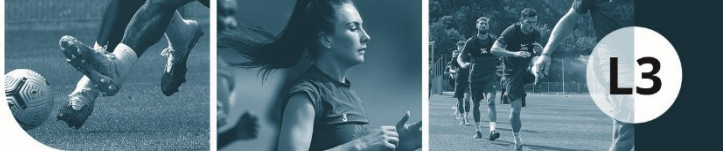
Vocational Scenario or Context	Most of the role you hold at the sports centre is customer facing. You must be able to demonstrate the operational skills needed for working in sports and leisure facilities to ensure customer satisfaction and repeat custom. Customers will come to you with questions about membership, class times, location of facilities and complaints. You need to be able to deal with these queries competently and in a way that meets the customer's needs.
Task 1	Role play demonstrating the operational skills needed for working in sports and leisure facilities and review report You need to take part in a series of role play activities. These will be set in a variety of roles, locations /facilities and different situations. You must demonstrate effective personal, customer service and operational skills to other staff and customers in three different sports and leisure facility situations, and your approach should be confident and professional. You will also demonstrate the ability to deal and adapt effectively to situations to meet the aims and objectives of sports and leisure facilities. During the role play scenarios you will need to demonstrate the following: **1 Personal skills** **2 Customer service skills** **3 Management skills** **4 Operational skills** Examples of role play scenarios will include: • Customer-related (eg. membership queries, general bookings, selling of facility services) • Equipment (eg. safe storage, health and safety checks)



	• Maintenance (eg. cleaning schedules and replacement equipment) • Staffing (eg. Rotas, staff to client ratios, qualifications needed for specific staff) • Dealing with emergencies (eg. Evacuation and first aid incidents) Following the role play scenarios you need to produce a report which reviews your own performance to create opportunities for personal improvement. Within the report you will need to select and use feedback to devise a realistic and achievable plan with actions for performance improvement. The report should cover the following sections: **Section 1: Feedback** **Section 2: Strengths and areas for future development** **Section 3: SMART targets** **Section 4: Future training needs**
Checklist of evidence required	During the role play you must complete the following: • Demonstrate personal, customer service and operational skills • engage actively with others showing initiative • review own performance to create opportunities for personal improvement The review report must include the following: • Feedback • Strengths and areas for future development • SMART targets • Future training needs

Criteria covered by this task:	
Unit/Criteria reference	To achieve the criteria you must show that you are able to:
C.P4	Use personal, customer service and operational skills in different situations to meet the aims and objectives of sports and leisure facilities.
C.P5	Review own performance, identifying strengths and areas for future skills development.
C.M3	Use personal, customer service and operational skills in different situations to meet the aims and objectives of sports and leisure facilities, reflecting actively on own performance, including feedback received, planning personal improvement.
C.D2	Demonstrate personal, customer service and operational skills in different situations to meet the aims and objectives of sports and leisure facilities, engaging actively with others and showing initiative, reviewing own performance to create opportunities for personal improvement.

Sources of information to support you with this Assignment	**Textbooks** Adams, M. et al – BTEC Level 3 National Sport (Performance



	and Excellence) Student Book (Pearson, 2016) ISBN 9781292134000 Beech., J and Chadwick., S - *The Business of Sports Management* (Financial Times Prentice Hall, 2013) ISBN 9780273721338 Hoye R et al – *Sports Management: Principles and Application* (Routledge, 2015) ISBN 9781138839601 Schwarz, E., and Hall, S – *Sport Facility Operations Management* (Routledge, 2015) ISBN 9781138831056 **Websites** The British Association of Sports and Exercise Sciences www.bases.org.uk Fitness Industry Association http://ukactive.com Skills Active www.skillsactive.com
Other assessment materials attached to this Assignment Brief	